



PATRICIA S. PLOEHN, LCSW
Director

County of Los Angeles DEPARTMENT OF CHILDREN AND FAMILY SERVICES

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September 27, 2007

TO: Supervisor Zev Yaroslavsky, Chairman
Supervisor Gloria Molina
Supervisor Yvonne B. Burke
Supervisor Don Knabe
Supervisor Michael D. Antonovich

FROM: Patricia S. Ploehn, LCSW
Director

A handwritten signature in dark ink, appearing to read "Ploehn", is written over the printed name of Patricia S. Ploehn.

INFORMATION TECHNOLOGY SUPPORT SERVICES MASTER AGREEMENT (ITSSMA) WORK ORDER

This is to advise you of our intent to request the Internal Services Department (ISD) to extend existing Work Order N05-0118 with The Engineer Group from August 30, 2007 to August 30, 2008 and increase the total maximum amount by \$89,640 for a new total maximum amount of \$388,440. In accordance with ITSSMA guidelines, prior Board notice is required for projects that will exceed this \$300,000 limit. This Work Order provides the Department of Children and Family Services (DCFS) the continued use of technically skilled contractual staff who create, develop, replicate and modify documents, templates and forms used by the Department.

BACKGROUND

Contracted services are needed to create, design, develop, replicate, modify and maintain documents, templates and forms used by Children's Social Workers and support staff. Currently, there are in excess of seven hundred separate forms that DCFS heavily relies on for documentation in all aspects of its daily function. The forms being used by all staff need to be consistent, current, automated and available to staff immediately. The extension of this contract is needed to continue to automate and provide consistent forms for staff to use.

"To Enrich Lives Through Effective and Caring Service"

SCOPE OF WORK

Under the supervision of the County Project Manager, the consultant is currently working on a time and materials basis, and will continue to do so to complete the following list of tasks and duties:

- Maintain extensive database for management of forms.
- Create, modify and update documents/forms and templates used throughout the Department and in CWS/CMS utilizing MS Word, MS Excel and MS Access solutions.
- Perform extensive testing of said forms in CWS/CMS and by overseeing end users.
- Place templates on LAKids and CWS/CMS for staff use and update database when forms are implemented.
- Monitor changes in policy that may affect existing forms.
- Provide form instructions on departmental website as forms are implemented.

With the continuation of this expertise, we can assure safety for children and maintain the integrity of providing adequate services to children and families through the efficient use of technology and the successful implementation of mission critical systems.

JUSTIFICATION

The existing consultant has the knowledge and expertise needed to design, develop, maintain and modify documents, templates and forms used by the Department on a daily basis. It is necessary to maintain a document tracking/document management database for all forms and documents used throughout DCFS. It is critical that staff have access to current forms which are easily accessible in order to carry out statutory and regulatory mandates. Additionally, the ability to quickly release forms to staff on an expedited basis allows the Department to meet the goals of child safety, timely permanency and reduced detentions.

Currently, DCFS does not have a staff person dedicated to design, develop, maintain, test and release automated Los Angeles County specific templates in the State's CWS/CMS, and to design, maintain and develop templates for the LAKids Forms Page. DCFS will request in the Fiscal Year 2008-09 budget a budgeted position to take over this function, and redirect the funding for the contract to fund the new position. In the interim, the Department is dependent on the contract staff for these functions. During the Work Order extension, a knowledge transition plan will be put in place so that permanent departmental employees can replace the consultant in providing the necessary ongoing technical expertise for the Department.

FISCAL IMPACT

The consultant's hourly rate will not change, and funding for this Work Order extension is included in the Department's Fiscal Year 2007-08 budget.

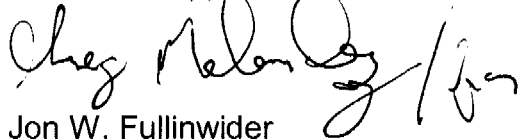
CLOSING

Consistent with ITSSMA policies and procedures, we are informing your Board of our intention to amend the subject Work Order. Unless we receive instruction not to proceed, in two weeks we will instruct ISD to proceed with executing the Work Order amendment. If there are any questions regarding this Work Order request, please contact me at (213) 351-5601 or your staff may contact Leo Yu, Deputy Director, Bureau of Information Services, at (562) 345-6609.

PSP:LHY
PJ:pd

c: Chief Executive Officer

Noted and Approved:

A handwritten signature in black ink, appearing to read "Jon W. Fullinwider", with a stylized flourish at the end.

Jon W. Fullinwider
Chief Information Officer